

CUSTOMER SERVICE/TAX AUDIT DIRECTOR

DISTINGUISHING FEATURES

The fundamental reason the Customer Service/Tax Audit Director exists is to coordinate the activities of the Customer Service/Tax Audit Division. Position exemplifies the City vision and values providing leadership to employees in support of organizational goals. This classification is supervisory. Work is performed with considerable independence under the supervision of the General Manager Financial Services.

ESSENTIAL FUNCTIONS

Promotes shared responsibility, teamwork and acceptance of changes.

Directs individual accomplishment toward organizational objectives.

Prepares the Customer Service Division/Tax Audit budgets and objectives, and monitors budget expenditures.

Plans, assigns and oversees the Customer Service/Tax Audit Division work which includes tax audit, tax/license registration, utility billing, delinquent collections, and cashiering programs. Monitors achievements of division and City objectives.

Prepares various statistical reports concerning Customer Service/Tax Audit activities and develops recommendations for changes in operating procedures and policies to improve effectiveness.

Trains Customer Service and Tax Audit Managers.

Investigates and resolves customer complaints not resolved by staff.

Oversees revisions to computerized systems.

Coordinates interrelated activities with other City programs.

Supports employee involvement in decision making to assist them in meeting individual goals and promotes positive employee attitudes.

Communicates about and manages organizational changes.

Reviews, evaluates, and drafts systems procedures, forms and ordinances related to the processing of bills and collection of charges.

Perceives and interprets customer needs and translates them into effective solutions and operational policy.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

The practices and records involved in the receipt and disbursement of money.

Municipal accounting and finance practices.

Modern office organization and practices.

Technology and its applications to billing for services.

City of Scottsdale utility accounting and collection policies and procedures.

Customer complaint resolution principles, practices and procedures.

Principles and practices of employee supervision and training.

Ability to:

Establish and maintain effective working relationships with City staff.

Effectively communicate both orally and in writing with all levels of City staff, City Council and the general public.

Comprehend and makes inferences from written material and verbal and written instructions.

Operate a variety of standard office equipment, including a personal computer and a variety of computer software, that require continuous and repetitive eye and arm or hand movement.

Maintain regular consistent attendance and punctuality.

Organize and supervise a comprehensive customer service division; interpret City ordinances; and deal effectively and tactfully with customers.

Demonstrate excellent written and oral communication skills.

Education & Experience

Any combination of training, education and experience equivalent to a Bachelor's degree in Business or related field and a minimum of 5 years of recent municipal customer service experience, including 3 years experience in a supervisory capacity or similar experience in direct public contact work involved with the billing and collection of payments for goods and services and maintenance of associated records.

FLSA Status: Exempt

HR Ordinance Status: Unclassified